

# EMPLOYMENT OPPORTUNITY

20 East Sixth Street • Tempe, Arizona 85281 • 480/350-8276 • TDD 480/350-8400  
<http://www.tempe.gov>

Committed to Equal Opportunity and Reasonable Accommodation



## POLICE COMMUNICATIONS DISPATCHER I / II

**OPENING DATE:** Monday, July 19, 2004

**CLOSING DATE:** Open until the needs of the City are met

**STARTING SALARY:** Dispatcher I: \$32,779

Dispatcher II: \$35,307

### POSITION INFORMATION

This position does require shift work, is overtime eligible and may require working weekends and holidays. ***Please read and sign the attached AUTOMATIC AND DISCRETIONARY DISQUALIFIERS and the return it with your application.*** Applications that do not have these documents in addition to a certification of typing speed will be disqualified. To learn more about a career as a Dispatcher, please visit the Department's Website at: <http://www.tempe.gov/911>.

### MINIMUM QUALIFICATIONS

Equivalent to completion of the twelfth grade. The ability to obtain within six (6) months of hire, a Terminal Operator Certification awarded by the Arizona Department of Public Safety.

**Dispatcher I requirements:** One (1) year of experience in receiving and processing customer service calls or requests for service(s) that includes dealing with the public in stressful situations. 911 or police-related experience is preferred.

**Dispatcher II requirements:** In addition to meeting the Dispatcher I requirements, qualified applicants must also have one and one half (1½) years of increasingly responsible experience in dispatching, receiving, and processing emergency public service calls in a Computer Aided Dispatch, 911, or police-related area.

### ADDITIONAL REQUIREMENTS

***A minimum typing speed of 30 net wpm is required. On-line typing certification will not be accepted. Typing certification of wpm must be submitted with your application and must have occurred no more than 90 days prior to your submitting the application.***

Referred applicants will receive a polygraph exam, thorough background investigation, and psychological testing. Successful completion of probationary period for either position is contingent upon passing a FBI background investigation.

### REPRESENTATIVE DUTIES

- ▶ Receive emergency service calls from the public requesting police, fire or other emergency service; within the first few seconds of the call for service, determine nature of call, prioritize the call (emergency or non-emergency), and verify location of call.
- ▶ Enter all relevant information directly into the Computer Aided Dispatch (CAD) system.
- ▶ Receive and dispatch calls and messages for police units; maintain contact with all units on assignment, maintain accurate status and location of police and fire field units, maintain daily computerized log of all field calls and units dispatched.
- ▶ Determine the number of units, and which units, to dispatch by considering such factors as time of day, description and location of calls, beat unit available, and probable degree of hazard to the responding units.
- ▶ Enter, update and retrieve information from computerized networks relating to wanted person, stolen property, vehicle registration, stolen vehicles and other related information.
- ▶ Answer non-emergency calls for assistance; answer routine questions over the phone regarding civil, criminal and traffic laws; direct calls to police staff or other agencies as appropriate. Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- ▶ Keep abreast of premise history and hazard files for all field unit calls.

### SELECTION CRITERIA

Applicants whose experience and training most closely suit the needs of the City may be selected for further testing/interviews. The City of Tempe conducts thorough background checks. **Falsifying information or lying during any stage of the selection/hiring process will make you ineligible for new or continued City employment.**

**RECRUITMENT CODE:** 1626

**LAL/TM**